

Complaint system:

Phone 85 %
Mail
Internet

25-30,000 cases
per year

call backs by phone

government ID

quality system for collection in place:
case number + info needed
production date

CHS (contact management system)
- data

AT ^{people} { Call experts
investigator, & analysis group
callers asked for Sunday in product
system ready for envelopes etc.

Alert system for critical cases

No acute health effects except for acute effects
if people report long term health effects
will be out to NY legal

Alerts to some sources

Just
Calls on
Monday

PM3001396444

30 calls per month

ACCORD / Bill

1-800-4-ACCORD

Call center
contracted out
incl. consumer
research

Health → consumer affairs

↓ alert group

Dishes group has call center, handles all
replacements

They call in for lighter replacement
every 2000 hrs
lights

Consumer Affairs = corporate affair
~~may call~~ all health issues transferred
to them

Annually, monthly, weekly, it depends
report
5 days, by 5 pm letter available